

***HIT Standards Committee - Implementation Workgroup  
Hearing on Adoption Experiences – Oct 29, 2009, 9am – 4pm  
Panelist Process and Questions for Comments***

**PANEL PROCESS**

Panelists will be given five (5) minutes each for presentations and the remainder of the time will be spent on Q & A with the Implementation Workgroup of the HIT Standards Committee. You do not need to use PowerPoints. A timer will alert you when you have one minute remaining for your presentation, and the moderator will ensure that you complete after 5 minutes. If you wish to share information on your organization, it would be best to include that in your written comments and keep the five minutes to cover the most pertinent part of your adoption story. Since this is a federal advisory committee, the hearing will be conducted in public, and therefore your comments will be posted to the ONC website (<http://healthit.hhs.gov>).

Panelists are asked to send in written comments no later than noon on October 26<sup>th</sup> for distribution as read-aheads for the Committee/Workgroup members. Please email comments along with a short bio (2-3 sentences) to: Judy Sparrow at [Judy.Sparrow@hhs.gov](mailto:Judy.Sparrow@hhs.gov)

**PANELIST QUESTIONS**

**(Please answer as many or as few of the questions as your experience and/or the time allows.)**

**1. Non-Healthcare Industries Panel**

- When you first implemented standards-based interoperability across organizational boundaries in your industry, what business problem were you trying to solve? What standards did you use and why? What were the outcomes you were looking for? Were those outcomes achieved?
- How did you phase in your interoperability standards over time? What did you do to encourage adoption?
- Did implementing interoperability in your industry help you achieve your goals, or did it inhibit progress toward achieving your goals? What role did the standards play, what was the rate of adoption and the impact on overall costs?
- Can you reflect on which types of standards were most successful in achieving widespread adoption across your industry and which ones were less successful and why?
- Was there significant asymmetry in your sector in terms of IT and infrastructure capability? If so, what impact did this have?
- What is an example of your greatest success and your most frustrating issue from the implementation?
- What advice would you give to healthcare to help them as an industry mitigate problems or accelerate adoption of interoperable health information technology in order to improve quality and cost effectiveness?
- Can you give an example of an instance where interoperability led to rapid transformation of a business process in your sector? If so, what were the characteristics of the standards used and the adoption rates that led to this transformation?

**2. Provider Panel**

- What business problem (e.g., clinical issue, health outcomes problem, etc) were you trying to solve with implementing interoperability across organizational boundaries? What standards did you use and why? What were the outcomes you were looking for? Were these outcomes achieved?

- Were there challenges associated with trying to implement standards between large entities with significant IT capabilities and those that were less well provisioned? What compromises had to be made?
- What special considerations should be taken into account for enabling providers in small practices (where adoption has been lowest and IT capabilities may be lacking) to have the interoperability necessary to achieve the meaningful use goals? What is the best way to overcome their specific challenges?
- Did implementing interoperability between organizations help you achieve your goals, or did it inhibit progress toward achieving your goals? What role did the standards play and what was the rate of adoption and the impact on overall costs?
- What is an example of your greatest success and your most frustrating issue from the implementation? What would you have done differently based on this experience if you knew what you know now?
- What advice would you give to help others mitigate problems or accelerate adoption of interoperable health information technology in order to improve health care quality and cost-effectiveness?

### **3. Vendor Panel**

- When working with your clients, what business problem (e.g., clinical issue, health outcomes problem, etc) were you helping them solve with implementing interoperability across organizational boundaries? What standards did you use and why? What were the outcomes they were looking for? Were these outcomes achieved?
- What controlled medical vocabulary standards does your product use?
- What challenges do you see in adopting the standards that have been recommended by the HIT Standards Committee?
- Were there challenges associated with trying to implement standards between large entities with significant IT capabilities and those that were less well provisioned? What compromises had to be made?
- What considerations would you suggest when it comes to standards with respect to the small practice market where adoption has been low and where the IT capabilities may be lacking?
- In cases of low adoption of the proposed standard, are there alternative standards that should be allowed if they support the goals of meaningful use, privacy or security?
- How did implementing interoperability between organizations help your clients achieve their goals, or did it inhibit progress toward achieving their goals? What role did the standards play?
- What is an example of the greatest success and the most frustrating issue from your clients' implementations? What would you have done differently based on this experience if you knew what you know now?
- What advice would you give to help others mitigate problems or accelerate adoption of interoperable health information technology to improve health care quality and cost effectiveness?

### **4. Quality Measure Panel**

- When working with your clients, what business problem (e.g., clinical issue, health outcomes problem, etc) were you helping them solve with implementing standards-based, quality measurement across organizational boundaries? What standards did you use and why? What were they hoping to achieve and did they succeed?
- How did implementing quality measurement between organizations help your clients achieve their goals, or did it inhibit progress toward achieving their goals? What role did the standards play?
- What is an example of the greatest success and the most frustrating issue from your clients' implementations?
- What advice would you give to help others mitigate problems or accelerate adoption of health information technology standards for quality measurement?